



Soho Theatre is London's most vibrant producer for new theatre, comedy and cabaret. A charity and social enterprise, we are driven by a passion for the work we produce, the artists we work with and the audiences we attract. We own our own home, Soho Theatre in the heart of London's West End. A former Synagogue, we raised funds, purchased and redeveloped it, opening it in March 2000. Today it is one of the capital's busiest theatre and comedy venues, with a year-round festival programme and a buzzing bar. Our roots date back to the early 1970s at the Soho Poly Theatre. Small but influential, Soho Poly was radical and relevant, capturing the excitement and innovation of its time. Today our work is wide-ranging, drawing from this fringe heritage, and adding a queer, punk, counter-culture flavour. We champion voices that challenge from outside of the mainstream, and sometimes from within it too. We value entertainment and a great night out.

We produce and co-produce new plays, work with associate artists and present the best new emerging theatre companies and comedians. We present the early work of countless UK artists (many who become industry giants), and we present many international artists' London debuts. We have a thriving variety of artist and talent development programmes, artists under commission and in development, and two new writing awards including the national Verity Bargate Award for new playwrights.

Work extends far beyond our Dean Street home, with a UK and international touring programme and connections. We present shows and scout talent at Edinburgh Festival Fringe and have close links with the Melbourne International Comedy Festival. We are the UK's leading presenter of Indian comedians and regularly present work there. We film shows and create our own digital work seen across our social platforms, on TV and in flight and streamed from our website.

We recently opened our new second venue in London, Soho Theatre Walthamstow to great acclaim. A culmination of many years of Soho's work, in collaboration with a grassroots local campaign, to save a glorious, 1930s art deco venue with an incredible heritage reinvented as a 960-capacity venue for world-class comedy, panto, performance and participation – a 'local theatre with a national profile'.

Led by a collaborative and diverse senior team and board, Soho Theatre is an exciting place to work with a strong team ethic, fast paced, and with opportunities and intent for staff development and progression.

OUR STRATEGIC GOALS

THEATRE: continue to increase the resource, profile and quality of Soho's theatre and new writing programme; to ensure that this work sits well within Soho's lively cross-genre festival programme with diverse audiences but also carves out the space to breathe and flourish within it.

COMEDY: work to ensure that we maintain an industry leading place through thoughtful curation, innovation and always being able to spot the next new talent; ensuring that artists continue to see Soho as a home for comedy and one of the places they want to perform; maintain programming integrity as we grow our audiences through Walthamstow, touring and digital.

CREATIVE ENGAGEMENT: grow our pathways for creative participation from early years to adulthood, supporting the next generation of artistic talent; support the growth of creative, connected communities around a new local theatre in Walthamstow.

WALTHAMSTOW: successfully open and establish as a 'local theatre with a national profile', working with our key stakeholders of Council and community. Effectively manage the resultant change, organisational growth and risk.

AUDIENCES AND DIGITAL: build our distinctive London brand towards wider and inclusive audiences, with a particular focus on LGBTQ+, South Asian and Waltham Forest; international focus on India as well as Australia and the USA. Continue to build digital audiences and sustainable business models, also moving into specific digital content creation (as distinct from digital capture of live).

Job Description

Job Title:	Café and Bar Supervisor, Soho Theatre Walthamstow (STW)
Reports to:	Deputy Bar Co-Managers
Working closely with:	Food Operator, F&B Suppliers, Audience Team, Technical Team, Programming and Creative Engagement Teams, Production and Visiting Companies, Buildings and Operations Team
Location:	Soho Theatre Walthamstow, 186 Hoe Street, London E17 4QH

Overview

This is a hugely exciting opportunity to be a key part of the team at the new Soho Theatre Walthamstow. You will be integral in supporting all activity in this beautiful Grade II* listed building, including our 960 seat theatre as well as our studios and front of house spaces.

We are looking for an experienced Café and Bar Supervisor to oversee the day-to-day operations of Soho Theatre Walthamstow 's three bars and a café and to help Bar Management, including supporting the running of shifts, promoting financial targets and complying with licensing conditions. You will be responsible for ensuring smooth service, managing stock, leading a team of bar staff and maintaining high standards of customer service.

We're looking for people who are great communicators, who are confident in multi-tasking and prioritising, great at leading a team and enjoy working under pressure.

Job Outline

Key Responsibilities

- Oversee the running of the café, and when needed the three bars, ensuring efficient and high-quality service.
- Maintain a visible profile during service, being proactive, polite and helpful.
- Ensure all areas are clean, well-stocked and compliant with health and safety regulations.
- Monitor café sales, identifying opportunities to increase revenue.
- Promote and establish a regular customer base.
- Ensure that the customer experience is always positive, with high standards of customer service.
- Maintain high standards of personal appearance.
- Promote and establish a regular customer base.
- Ensure food Hygiene & Safety are maintained to meet all regulations and service standards during café service

Prior to Service

- Report for duty on time, be prepared for your shift, and adhere to agreed break times.
- Ensure the café has all required opening procedures completed prior to starting shift.
- Ensure all cleaning duties have been completed.
- Ensure the café is presentable, and all tables are laid in accordance with procedure.
- In the absence of a Bar Manager, welcome the staff team to their shift and assign roles.

During Service

- Support the Bar Manager where necessary and oversee all staff.
- Provide attentive and prompt service.
- Take and process orders, serve, take payment and clear tables.

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- Ensure that all food prep taking place adheres to food Health & Safety regulations and standards
- Be conversant with the tills, Point One software and card payment devices.
- Serve customers following a clear order of priority - acknowledge customers to be prioritised and attend to them quickly.
- Respond to any drinks/menu queries with knowledgeable answers.
- Ensure your working environment remains clean and tidy.
- Check stock levels, and ensure all lines are well stocked during shifts.
- React promptly and deal with any issues, complaints, breakages, spillages in the correct manner and record these in compliance with health and safety procedures.
- Provide consistent positive attitude when dealing with other staff members.
- Be available to help the team with any issues that need to be escalated.
- Communicate with SIA security if back up is required, or with the management team on site in lieu of security being present.

Ticketing (when working as daytime Supervisor)

- Act as a point of contact for visitors to the building, taking on the role of reception for artists and guests.
- Confidently use the radio as a means of contact with the theatre, liaising with the Duty Manager to assist with arrivals to the building.
- Maintain an awareness of daily building activity and the associated arrivals, departures and deliveries.
- Always be a welcoming, knowledgeable and confident presence in the Bar.

After Service

- Ensure the café is re-stocked for the next shift.
- Ensure any rubbish is removed and everything is left clean and tidy.
- Report any outstanding issues to the Deputy and Bar General Managers.
- Sign out on rota to record working hours.
- Record any issues in a daily communications email.
- Sign off working hours of security personnel after an evening shift.
- Ensure the closing check list is sent to the Deputy and Bar General Managers.

General

- Support the aims and objectives of Soho Theatre Walthamstow, both internally and externally.
- Attend programming and diary meetings and other internal meetings as required.
- Uphold the company's equal opportunities, access and diversity policies.
- Always be fully aware of the theatre's activities and programme of events.
- Undertake any other duties as may be appropriate to the nature of the post, as agreed with the Bar Managers.
- Represent Soho Theatre Walthamstow with external stakeholders and the wider arts community, building constructive relationships to further the work and profile of Soho Theatre.
- Attend staff training as required.
- Champion and promote the values and behaviours of Soho Theatre Walthamstow, encouraging diversity and inclusion and acting as an ambassador for the organisation.
- Uphold the Company's equal opportunities, access and diversity policies.
- Remain fully aware of Soho Theatre Walthamstow's activities and programme of events at all times.
- Any other duties that may be reasonably required

JOB VACANCY

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This is a guide to the nature of the work required of the role. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and the line manager from time to time.

Person Specification

Qualities

- A professional, efficient and friendly approach to work
- Excellent communicator with the ability to engage with a wide range of personalities
- A flexible approach - able to work evenings, weekends, late nights and public holidays
- Motivated and committed when at work; happy to take initiative to solve problems
- Comfortable learning new systems and teaching others to use them, often being the first port of call for problems that arise
- Approach all tasks with enthusiasm and seize opportunities to learn new skills or knowledge to improve performance
- Comfortable working in a fast-paced creative environment

Skills

- Confident in dealing with the public in a friendly, professional manner
- Strong interpersonal skills, with the ability to be diplomatic and tactful
- Ability to work calmly in a fast paced, energetic and demanding environment
- Ability to demonstrate good attention to detail
- Ability to work well as part of a team and on your own
- Ability to maintain a high customer service focus by approaching your job with the customers always in mind
- Have a positive impact, taking personal responsibility and initiative to resolve issues, always clearly communicating with both customers and colleagues
- Ability to be flexible, responding quickly and positively to changing requirements
- Ability to maintain a high team focus by showing co-operation and support to colleagues in the pursuit of business goals

Experience

- Experience of bar or café work at a supervisor level
- Experience of multi-tasking
- Experience of working in a busy, high-pressure environment

Terms And Conditions

Equal Opportunities

Running through the core of Soho Theatre are the values of equality of opportunity, diversity of background and inclusion and accessibility for all. Our artists, audience and staff reflect a diverse London and we work hard to increase representation across cultures and experience.

Terms of Employment

This is a permanent full-time role, with a four-month probation period, working from Soho Theatre Walthamstow.

Salary

£28,840 per annum

Holiday entitlement

20 days per annum plus Bank Holidays, rising to 25 days plus Bank Holidays after one full year of continuous employment.

Hours

The full-time working week is 35 hours, plus an hour unpaid for lunch, and revolves around performance programming across evenings and weekends. Normal working week is therefore, 40 hours over a 5-day period, Monday to Sunday.

Pension

The Company operates an auto-enrolment pension scheme, which you are eligible to join after three months of employment and the successful passing of your probation. This is at the rate of 3% from the employer and 5% from the employee on qualifying (banded) earnings. The Government will pay in 1% of qualifying earnings, which is tax relief. If you have made other arrangements, there is the option to opt out altogether.

Staff Benefits

- Complimentary tickets for Soho Theatre shows (subject to availability)
- Season ticket and Cycle to Work loans
- Employee Assistance Programme including health insurance
- Seasonal flu jabs
- Training and development opportunities
- Staff discount at Soho Theatre Bar and other local businesses

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